

## ***NEW IT ACTIVITIES AT MARICOPA COUNTY***

Innovative approaches and solutions to information management and service delivery have not ceased at Maricopa County since the GPP Survey Response was submitted. The following represent additional activities in the three domains of Enterprise Management IT, Citizen Centric IT, and Departmental IT. We conclude with a list of additional awards that the County has received for technology-related initiatives.

### **Enterprise Management IT Activities**

#### **Technology Finance Program (TFP)**

The Technology Finance Program (TFP) is a new program at Maricopa County that went into effect on August 1, 2001. A Program Kickoff Meeting was attended by 112 individuals representing 47 different agencies. The program provides a vehicle to refresh technology equipment throughout the County every three years through coordinated capital lease financing. All new purchases of computer desktops, laptops, servers and printers will be included in this program. The Office of the CIO, Materials Management, Finance and OMB are sponsoring the program. The program utilizes capital lease financing, obtained through external organizations, to spread technology-related equipment purchase costs over a period of 3 years (36 months). At the end of the financing period, the County will own all equipment. The objective of the TFP is to allow Maricopa County to meet its technology and business needs while staying within constitutional spending limits via a comprehensive and flexible program that will stabilize spending and maximize savings through standardized technology refresh cycles, coordinated purchases and volume financing. Maricopa County expects to receive the following benefits:

- Refined desktop fleet management at the departmental level
- Systematic approach for replacing computer equipment
- County-wide database for leased equipment management
- Assets (along with their related costs) can be transferred between agencies. Agencies will only pay for what they use.
- Predictable spending
- Ability to continue meeting the County's technology needs while staying within spending limits

#### **Intranet Performance Management Website (Human Resources)**

A major policy revision necessitated an innovative way to quickly disseminate information to all employees. The Performance Management Policy was revised to correlate with the Managing for Results philosophy of Maricopa County. Standard distribution and information channels could take months to communicate through a distributed organization of this size. The change included more information than an email could handle. The solution was the creation of a website on the EBC for Performance Management. The new website was launched on July 1, 2001.

Employees and Supervisors can learn about the changes, access the new forms, see samples, and learn about the entire Performance Management cycle. The website serves as a teaching tool with the comprehensive information contained therein. It also serves as a job aid, in which users can access only those sections or tools needed on a just-in-time basis. The site links to other relevant section of the EBC such as departmental Strategic Plans, Stewardship Statement, and EAP. Users can link to an online registration for classes related to the topic, all in real-time.

## **Citizen Centric IT Activities**

### Mobile Inspections (Planning & Development)

Planning and Development has completed another phase of its One Stop Permitting Shop. An IVR system is now in place that provides customers (especially those with a large number of inspections to schedule) with the ability to schedule inspections from their location, instead of the customer coming down to the central office. P&D inspectors also benefit by having updated information available directly to them in the field so they can proceed with their schedules with less start up time and no manual paperwork at completion of day.

The customer calls the IVR number and is guided through the process to schedule or cancel an inspection (or a series of inspections) based on the issued Permit number. The IVR system transfers the scheduling data to the Permits Plus application and the appropriate action is created in a batch process that downloads to the pen tablets based on geographical areas. The field inspectors (and supervisors) receive the information pertaining to the permit and inspections without having to travel to a central office or location. The inspectors conduct the inspections and transmit the results back to the Permits Plus system at the end of their day. This information updates the permit file and provides updated information back to the inspector the following day for any inspections that failed or were not completed. And the process begins over again.

These processes will save time for both the customer and P&D staff along with providing up-to-date information to the inspectors.

### Electronic Government Council Website (Electronic Government Council - EGC)

In July, 2001, Maricopa County launched its Electronic Government Council website at [www.maricopa.gov/egov](http://www.maricopa.gov/egov) to publish information regarding all the exciting work being done and plans being made as Maricopa County leads the charge in providing as many electronic services as possible to its citizenry. The website provides significant details regarding all the various E-Government activities, including current project status, future plans, and the ability to contact the members of the EGC.

## **Other Departmental IT Activities**

### Initial Appearance Court (Maricopa County Superior Court)

In December 2000, Maricopa County began the process to automate the Initial Appearance (IA) Court process. The IA Court used Word documents and Excel spreadsheets to track criminal cases assigned to the IA Court. Court calendars were printed and then faxed to Justice Courts, the County Attorney's Office and the Public Defender's Office. Statistics were gathered by analyzing these Word documents and Excel spreadsheets.

On April 2, 2001, Maricopa County completed the automation of the IA Court and began tracking these important Court cases in the new application, ICJIS (integrated Court Information System). The new application allows the IA Court to track information about these cases and calendars. Other agencies can now access the browser-based graphical user interface to view and/or print case and calendar information. No special hardware or software is required. Other agencies can also elect to receive this information electronically through Maricopa County's ICJIS (Integrated Criminal Justice Information System) integration engine. Statistics are now generated from the database using Crystal Reports.

## **Significant Awards**

### **2001 NACo Award: Maricopa County Animal Care and Control Department**

For its Pets 911, a public-private partnership consisting of a Web site [www.1888PETS911.org](http://www.1888PETS911.org), and a mirrored bilingual, toll-free telephone hotline, 1-888-PETS-911. Both the Web site and its companion hotline provide citizens with highly useful information about pet adoptions, lost/found pet searches, low-cost spay/neuter clinics, emergency veterinary care, licenses, and other information that promotes and protects the health, safety and welfare of their pets. AC&C is a founding member of this Maricopa County-conceived program that is now national in scope.

### **2001 NACo Award: Maricopa County Assessor**

For its Internet Residential Comparable Sales, which gives both WebPage users and customer service counter visitors the ability to identify recent sales of similar properties in comparison to a subject property. Homeowners can verify that their current values are correct; the data can also be used as a solid foundation for taxpayers contesting current valuation.

### **2001 NACo Award: Maricopa County Assessor**

For its Electronic Transfer of Building Permits program, which facilitates a paperless transfer of critical permit information for all 25 jurisdictions within Maricopa County. It automates permit submission so that information is received quickly and efficiently, and new construction can be placed on the tax rolls within 30 days of completion.

### **2001 NACo Award: Maricopa County Recorder's Office**

For its capacity to receive recording documents in digital format.

### **2001 NACo Award: Maricopa County Sheriff's Office**

For its Most Wanted/Child Support Web Page.

### **2001 NACo Award: Maricopa County Superior Courts**

For its Jury Deferral via the Internet.